

innRoad University Program

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innRoad Assignment Travel Agency Reservation

This assignment aims to teach you how to create a hotel reservation through a travel agency and process a travel agency commission. For the purpose of this assignment you will need to:

- 1) Create a travel agency account,
- 2) Create a reservation under that travel agency's account,
- 3) Make sure that travel agency commission was processed.

TRAVEL AGENCY INFORMATION

The University Hotel works with a travel agency Impressio. Please create an account for this travel agency.

Travel Agency Name: ImpressioStudentID

Market Segment: Travel Agent

Referral: Other

Mailing Information

First Name: Ms. Marianna Johnson

Address: 114 Main St. Atlanta, GA 30305

Phone: +1 404 444 4440

e-mail address: mail@impressio.com

Billing Information

Check "Use Mailing Information" Box

Travel agency Impressio usually pays by check. Please reflect this information in the Bill Type field.

After you created a Travel Agency account, make a reservation that came from this travel agency.

GUEST INFORMATION

Travel agency Impressio made a reservation in the University Hotel for Ms. Samantha Fox. Please create the reservation based on the information below.

Arrival Date: Today's date

Departure Date: Tomorrow's date

Guest Name: Ms. Samantha FoxStudentID

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Room type: Choose any type of room that you like

Billing information: Ms. Fox pays all her charges in cash.

Once you create a reservation, check the guest in. Upon arrival Ms. Fox used Spa services in the hotel. Please post a \$110 charge to her account. After Spa, Ms. Fox had a dinner at the restaurant. Her total bill was \$35. Please post this charge to the guest folio as well. One hour later Ms. Fox remembered that she had a coupon from the travel agency for a \$10 restaurant discount. She went back and talked to the Restaurant manager about adjusting the charge. Restaurant manager accepted the coupon and asked you to make changes to Ms. Fox' folio.

Now please check the guest out, so that the travel agency commission will be processed. Please remember that Ms. Fox pays all her charges in cash. After the guest checked out, please mark her room as 'Clean'.

Go to the Travel Agency Folio and make sure travel agent has received the commission. Please print out Travel Agent statement and submit it to the instructor for grading.

Good luck!